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Outlook: how to create rules to sort your email

Rules tell Outlook what to do with certain emails automatically. They can move newsletters to a folder, flag messages from your boss, or play a sound for something important. A few good rules can keep your inbox calm.

Outlook comes in a few versions, such as the classic desktop version and the newer one, and menu names differ slightly. If something does not match, look for the **Rules** option under **Home** or in **Settings**.

Quick way in classic Outlook

1. Right-click an email from the sender you want to deal with.
2. Choose **Rules**, then **Create Rule**.
3. Tick **From** (with the sender's name) and choose **Move the item to folder**.
4. Pick a folder or create a new one, then click **OK**.

If you wish, tick **Run this rule now on messages already in the current folder**.

Make a rule from scratch

1. On the **Home** tab, click **Rules**, then **Manage Rules & Alerts**.
2. Click **New Rule**.
3. Choose a template such as **Move messages from someone to a folder**, then follow the steps. Click the blue underlined words to fill them in.
4. Name the rule and click **Finish**.

In the newer Outlook or Outlook on the web

Click the **Settings** cog, then **Mail**, then **Rules**, and choose **Add new rule**. Pick a condition and an action, then save.

Ideas for good rules

- Move newsletters or notifications to a folder.
- Flag emails from certain people.

Be careful

- Never create a rule that deletes mail permanently unless you are certain.
- If you did not make a rule that forwards or deletes your mail, it could be a sign of a hacked account. Change your password and contact us at once.

Common problems

- **A rule does not run:** it may be switched off or too specific. Check the box next to it in **Manage Rules & Alerts**.
- **Mail goes missing:** look in the folder the rule moves things to, and in **Junk**.

When to get more help

If email is disappearing into the wrong folder or you suspect someone else has set up a rule, contact us.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.